ISG Core Services

Wi-Fi Services

WI-FI CONSULTANCY

Using industry leading RF Survey and Design tools from AirMagnet and Ekahau, our specialist consultants and engineers provide a full survey and design solution for all your Wi-Fi requirements. Designs take account of the physical constraints and RF characteristics of each building plus any environmental or interference considerations to provide a detailed report including heat-maps, Access Point locations, channel planning and mounting details. Available as both an On-site service for existing buildings or as an off-site planning exercise using architects' drawings for new or refurbishment projects. Our experience covers a vast range of environments including retail, education, commercial, warehouse and distribution centre and industrial sites as well as specialist buildings such as prisons and complex listed buildings. Whether the solution incorporates a single building, a full campus or an estate of 100's or 1,000's of sites across the UK and Europe; ISG have the experience, resources and capability to support your needs.

WI-FI SURVEY & DESIGN

Key to any successful project is to understand from the outset what your business is looking to achieve to ensure that you get the most from your investment. This is especially important when it comes to investments in Wi-Fi technology as the use of wireless devices has grown exponentially over recent years and with IoT devices now being added to the network at increasing rates, it is now the wireless network that is more business critical. Planning a wireless network for capacity rather than coverage is much more critical to the success of a project. Understanding whether location services such as RFID or BLE beacon services are required, whether the Wi-Fi network will be used with roaming services such as telephony and understanding how guest and corporate traffic will be handled are all key to the successful design of a project. Our consultants will work with you to understand your needs and interpret these into a detailed specification document which will allow our surveyors and designers to create a solution to suit your exact needs.

WI-FI DEPLOYMENT

Once surveyed and designed the key to delivering enterprise grade Wi-Fi to the end user depends on the quality and accuracy of the deployment. Our teams of engineers work from the detailed RF report provided as part of the survey and design phase turning this into a physical installation design; considering any additional works required such as structured cabling, data cabinet upgrades and cable containment requirements as well as assessing working heights and the need for any specialist access equipment. Our teams of project managers and co-ordinators work closely with our National Staging and Distribution Centre (NSDC) to ensure the Wi-Fi equipment is pre-configured, tested and labeled prior to being shipped via our regional branch network and taken to site by our installation engineers. Once installed, connected and operational our engineering teams complete a pre-agreed set of testing criteria to ensure that all parts of the solution are working as planned. A post installation documentation pack is completed, generally including photographs of the deployed access points, cable test results and marked up "As Built" drawings. At this stage an optional post installation Wi-Fi survey can be completed, this will provide a detailed heatmap of the actual coverage levels provided by the solution to ensure that it meets the requirements of the initial specification.

WI-FI ASSURANCE & VALIDATION

Understanding how your Wi-Fi network is performing from the client/user perspective is key, after all what is the point of designing and deploying such an infrastructure but not monitoring and tuning the performance that it is giving to the end user!Wi-Fi clients fall into many different categories such as Wireless Desktop, Wireless Laptop, Tablet & Mobile devices and specialty devices such as Wireless CCTV, BMS Controls, Lighting controls etc. Wifi Assurance and Validation services from ISG technology provide a real time view of the performance as seen from all such devices therefore allowing for configuration changes to take place, as necessary, to maximise your wireless investment.

MASS DEPLOYMENT & PROGRAM MANAGEMENT

Many of our clients have 100's or 1,000's of sites distributed across the UK and often into Europe making any upgrade or deployment project inherently more difficult to plan and execute, however simple the individual installation is at each site. ISG's teams of project managers and project co-ordinators specialise in the scheduling, resourcing and delivery of rapid mass deployment projects across the UK and Europe. Using our Prince2 aligned methodology, developed over the last 35-years' we understand the intricacies and inter-dependencies which need to be aligned to ensure a smooth rollout to meet the program timescales. Involving our National Staging and Distribution Centre and our five UK delivery centres coupled with local engineering teams our project manager ensure the smooth delivery of the solution. Our central project management office provides live updates and tracking information which is shared to all parties using a dedicated SharePoint site. Daily reports and weekly progress meetings ensure that all parties are fully informed of the status of the project from the outset until successful completion and sign off.

LAN REFRESH

Over time there comes to a point where you need to replace your LAN equipment across your estate, either to satisfy the new bandwidth hungry applications or to replace end-of-life unsupported products. For our clients who are typically those with many 100's or 1,000's of branch sites across the UK and Europe this can be a very stressful time, ensuring that the refresh takes place without impacting on the businesses ability to trade. ISG have developed a tried and tested approach to such refreshes to minimise the risk involved through detailed planning, the execution of proof-of-concept deployment, trial site deployments and the creation and distribution of detailed project specific engineerings' manuals via our internal ISG Connect™ application. Generally working outside of normal business hours our teams of smart hands engineers remove, replace and test the installation with minimal affect to business operations completing any additional structured cabling, cabinet upgrades or electrical installation whilst on-site.

WAN DEPLOYMENTS REFRESH

Upgrading your inter-site connectivity can be a daunting prospect, choosing the right circuits, with sufficient bandwidth and the correct network termination equipment (routers) on each site is difficult enough. ISG's professional mass deployment services manage deployment of this termination equipment ensuring the seamless transition from the old to the new service, minimising downtime, disruption and risk. Our teams of project managers and co-ordinators work closely with our National Staging and Distribution Centre (NSDC) to ensure the WAN equipment is pre-configured, tested and labeled prior to being shipped via our regional branch network and taken to site by our installation engineers. Whether we are providing the connectivity solution in house or working with your chosen vendor ISG's project team will track circuit provisioning dates, schedule engineering resources, track and report on progress until the successful completion of the project.

STRUCTURED CABLING SURVEY, DESIGN & DEPLOYMENT

ISG have over 35-years' experience in the survey, design and deployment of structured and fibre optic cabling to support IT systems. Our team of experienced surveyors and designers work to the BICSI standards to ensure that the proposed solution is fit for purpose, meets all current installation standards and building regulations whilst also being able to be installed with the minimum of disruption to the building. We will survey the building for the locations of communications rooms, data cabinets, cable routes and the requirements for new cable containment (tray work, conduit, trunking etc.). Providing a fully designed, documented and fixed price solution for the required works. Covering Category 5e to Category 6a copper solutions and all grades of fibre optic and copper backbone cabling plus emerging technologies as they become a standard offering to form a complete solution. ISG has deployed over a million data outlets throughout a vast array of building types and sizes, from Westminster Abbey in London to the Twin Petronas Towers in Kuala Lumpur, from a single additional data point to a new build project with 10,000+ outlets, there's not many environments we haven't encountered. Specialising in the rapid mass deployment of infrastructure solutions to clients with many 100's or 1,000's of sites across the UK and Europe, we have engineers spread throughout each region providing international coverage with local resources.

DIGITAL MARKETING

Digital displays are now common place within most businesses, whether to display today's special offers, menu's, prices, 24x7 news or as a source of advertising having the right technology and associated infrastructure in place to support these systems is key. Digital displays can vary from very small screen units and kiosks to large format screens many metres wide. The return on investment from such technology can be excellent including savings in printed media, the reduction in time and labour to implement changes keeping up with current market pricing not to mention the additional revenue that can be generated from 3rd party advertising. ISG provide the full design, supply, installation and support solution for all your needs whether your requirements covers a single building or a distributed estate of 100's or 1,000' of sites.

AV & VC SOLUTIONS

Using integrated technology to remotely connect your employees with their colleagues and your customers around the world is now standard practise within the corporate environment. Whether you are using a dedicated AV/VC solution in the board room or a home worker using a remote client such as Skype for Business ensuring that the service is installed and delivered seamlessly across all platforms is key to running an efficient and cost-effective business. ISG has key relationships in place with prime vendors of such equipment and applications and can design, supply, install and support such solutions across the UK.

ACCESS CONTROL SYSTEMS

Whether you are looking to control ingress and egress to your entire building, limit access to certain areas or ensure that personnel with the correct security clearance only have access to sensitive areas of the building then with our solutions from market leading manufacturers we can satisfy your needs. Speak to our sales team for further information.

BIOMETRICS SYSTEMS

Biometrics is the measurement and statistical analysis of people's physical and behavioral characteristics. The technology is mainly used for identification and access control, the basic premise of biometric authentication is that everyone is unique and an individual can be identified by his or her intrinsic physical traits, the term "biometrics" is derived from the Greek words "bio" meaning life and "metric" meaning to measure. At ISG we work with selected vendors to offer best of breed products for the intended application, specialising in the design, mass deployment and support of biometric solutions to our clients distributed estates across the UK and Europe. Our biometric solutions include access control, time and attendance and people counting solutions centrally managed across the local area network.

POWER SERVICES inc POE

As an NICEIC approved electrical contractor ISG can design and install any electrical elements required on a project including cabinet and comms room power supplies, radial and ring main circuits as well as bespoke desk, kiosk or external power supplies for all types of IT equipment. In addition, we can specify, supply and install UPS's (Interruptible Power Supplies) of all sizes to ensure the continued operation of your core IT equipment in the event of power failure. The increased use of POE (Power over Ethernet) to supply power to feed Access Points, Telephones, CCTV Cameras and more recently LED TV's/Displays, LED lighting controls and access control systems is putting more demand on the structured cabling. With recently enforced fire regulations for new buildings; the design, specification and correct installation of structured cabling is key to ensure that the data wiring can safely handle the current and future power needs of the modern working environment.

IP CCTV SYSTEMS

The recent launch of cloud managed, remotely accessible IP CCTV cameras from Cisco Meraki sets a new standard in this technology sector. As a long-standing Meraki partner and having completed many large Meraki roll out projects ISG is ideally placed to design, deploy and manage an end-to-end IP CCTV solution to suit your needs. Including the structured cabling, LAN & PoE requirements and high level access equipment we will provide you with a complete solution with a support wrap to suit the specific needs of your business.

SLA BREAKFIX MAINTENANCE

On-site engineering support with spare equipment within an agreed SLA, available across the UK, providing 24x7 cover with engineer to site in as little as 4-hours. ISG's network of dedicated maintenance engineers along with our UK wide storage and logistics services ensure that when an item of equipment fails you have the peace of mind that an engineer will be on-site with the correct spare parts to replace, reconfigure and test, leaving you fully operational with the minimum of downtime. Coupled with our active network monitoring solutions and 1st and 2nd line service desk facility ISG can provide an end-to-end support offering for all of your LAN, WAN and WI-FI equipment.

INFRASTRUCTURE BREAKFIX SUPPORT

ISG stand apart from the competition when it comes to supporting our clients network infrastructure as we also support the physical infrastructure such as the copper and fibre optic cabling which inter-connects all the active equipment. Generally, this does not fail frequently but when it does it can have catastrophic effects on a business' ability to trade and can often take and extended period to repair. Issues can be caused by rodent damage in underground ducts, other trades cutting or damaging cables or from events such as isolated fire and flood damage. At ISG we can provide an SLA backed support contract to ensure that we rapidly attend, survey the damage and dispatch the correct team with emergency materials holding to get your network back up and running in the shortest possible time.

INFRASTRUCTURE MAC's

In an ever-changing business environment, especially in retail channels Moves, Adds & Changes (MAC's) often represent a large proportion of annual infrastructure spend. In addition to the cost of the work there is a large internal overhead to the specification, ordering and management of contractors across the UK to deliver these MAC's. ISG offer a UK wide moves, adds and changes service which simplifies this whole process from the outset by having per-agreed rates for different types of works in different types of buildings. We then appoint regional project managers who work with your teams to ensure the works are surveyed, scheduled and deployed with minimum input from your team. Our service covers all Category 5e, 6, and 6a copper cabling and all types of fibre optic cabling as well as traditional telephony backbone cabling (CW1308/CW1128)

TOTAL CARE

ISG Total Care is a managed service providing a full suite of service solutions designed to ensure our customers derive maximum business benefit from the investment made in their network and IT infrastructure. Whether this is a customer who has a query on Office 365 or a faulty wireless access point, through to full remote management of the network, ISG Total Care provides the experienced technicians and management tools to deliver a best in class service across a wide range of products and solutions.

RESIDENT/ONSITE ENGINEERS

Provision of site based resident engineering support to provide rapid moves, adds, changes and incident management to large sites with a critical dependency on infrastructure in a fluid and ever-changing environment, especially relevant in the call centre and data centre environments. Based on core sites around the UK providing support to physical and logical change requests as well as incident management where key items of equipment and consumables require repair or replacement.